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The Exchange Newsletter

Institute for Public Service (IPS)

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10-2010

## Exchange October 2010

Institute for Public Service

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### Recommended Citation

Institute for Public Service, "Exchange October 2010" (2010). *The Exchange Newsletter*.  
[http://trace.tennessee.edu/utk\\_exchange/45](http://trace.tennessee.edu/utk_exchange/45)

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## NFA Holds Shooting Incident Reconstruction Course in Oak Ridge

The UT Law Enforcement Innovation Center's (LEIC) National Forensic Academy™ (NFA™) offered its first-ever 40-hour Shooting Incident Reconstruction course at its location in Oak Ridge in August. Instructors from the New Jersey State Police, Hunterdon County (N.J.) Prosecutor's Office and Texas Rangers along with the NFA staff conducted the training for law enforcement personnel from around the country.

Twenty-four students took part in the training from agencies spread throughout the United States including the Seattle Police Department, Texas Rangers, Kenosha (Wisc.) Police Department and several Tennessee agencies including Alcoa, Oak Ridge and Knoxville Police departments.

The 40-hour course, funded by the Bureau of Justice Assistance, taught law enforcement personnel shooting reconstruction terminology; internal,  
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Pictured are several solid waste directors who completed the SWPCP as well as CTAS Environmental Consultants Kim Raia and Mike Stooksberry and CTAS Manager of IT and Environmental Services Jon Walden.

## CTAS Certifies First Class of Solid Waste Professionals

In 2009, the [UT County Technical Assistance Service \(CTAS\)](#) began the administration of a new training certificate program in conjunction with the Solid Waste Association of North America (SWANA) and the Tennessee Solid Waste Directors Association (TSWDA). The Solid Waste Professionals Certificate Program (SWPCP) was designed to provide sound principles and practices in the planning, management and operation of an integrated solid waste system.

In September, CTAS graduated an inaugural class of 14 Certified Solid Waste Professionals. Those able to attend were presented their certificates at a Nashville luncheon held in their honor.

Participants reap many benefits from the SWPCP, including having a comprehensive training program with courses specifically designed for their role as a solid waste professional; learning the latest approaches in the solid waste field of study; networking with leaders and innovative colleagues in solid waste management; and becoming recognized by the University of Tennessee as a Certified Solid Waste Professional. The program requires the  
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# NFA Holds Shooting Incident Reconstruction Course in Oak Ridge

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external and terminal ballistics; how to properly identify, detect, measure and describe bullet marks; behavior of projectiles on varying surfaces to include sheet rock, wood, metal, plastic, glass, fabric, concrete, mannequins and vehicles; range of fire determination; flight path reconstruction; and how to properly document shooting scene reconstruction for presentation in the courtroom.

During the course, attendees participated in lectures and were also given the opportunity to observe live-fire demonstrations using numerous weapon types, ammunition and target surfaces at the UT Forestry Services facility in Oak Ridge. These demonstrations were possible thanks to the help of members of the Knoxville Police Department SWAT Team. Several exemplars were prepared and set up in the NFA laboratory for further examination and practical exercises. The practical exercises concluded on Western Avenue in Knoxville where four mock crime scenes were arranged in a structure

provided by the Tennessee Department of Transportation. More pictures and news coverage of the course can be found on the National Forensic Academy Facebook page, [www.facebook.com/UTNFA](http://www.facebook.com/UTNFA).

The course exceeded the expectations of the participants, who commented at the end of the course that the information they received would benefit them and their agencies as they move forward.

Comments received from participants included:

"Instructors were awesome ... this class is a must ... an excellent course that was very well thought out with a lot of practical exercises. This was an excellent course."

"I gained a large amount of information about shooting scenes as well as their reconstruction."

"The hands-on activities were very helpful – both in the lab and at the mock scenes."

"The instructors were very helpful and did an excellent job of presenting the material."

"I anticipate sharing all of what I learned with the rest of my department, and hopefully more of them will be able to attend future sessions. Out of all the classes I have attended in my three-year career, this was by far the best!" ■



Law enforcement personnel from around the country traveled to Oak Ridge for the first-ever NFA shooting reconstruction course.



## CTAS Certified First Class of Solid Waste Professionals

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completion of a combination of both SWANA and CTAS courses, some of which involve the participant successfully completing a corresponding exam. Once certified, the solid waste professionals must earn 42 hours of approved training credit within a three-year cycle to maintain their professional designation. ■

# 1-888-444-UTHR

From 865 area code, call 946-8847

Available 8 a.m. - 6 p.m. ET

Until January 4, 2010, please call 865-974-8170.



# LEIC Hosts School Resource Officers for Classroom, Practical Training

School resource officers and school administrators gathered in Franklin in early August for Student Resource Officer Skills

Training hosted by the UT Law Enforcement Innovation Center (LEIC).

This event was sponsored by the Bureau of Justice Assistance and free to qualified participants. Training was provided to school resource officers and school administrators on the skills necessary to create a safe and secure school

environment with essential knowledge on preventive and response options for school crisis situations. Allowing for open dialogue between the two groups, it also

presented practical information that can be applied daily throughout the school year. Training modules included

gang awareness, drug recognition, electronic and emerging issues in a school setting, tactical response and planning, and intervention/prevention strategies. The Franklin City Police Department worked in cooperation with LEIC to provide a facility for the exercise in which participants could apply those skills



Back row, left to right: Instructor Steve Harris; Russ Lockard, Franklin Police Department; Instructor Jeff Stiles; Instructor Doug Stiles; Instructor Jeff Hicks; Instructor Tammy Chaney; and Steve Small, Franklin Police Department. Front row, left to right: Instructor Mac McPherson; Lori Ungurait, Don Green and Emily Miller, LEIC staff.

acquired during the classroom training. Having recently relocated to its new facility, Franklin Police Department allowed LEIC to use its old facility for the training. ■

## Customer and Employee Relations Training Online

by Gary Petree, MTAS Training Program Manager

The [UT Municipal Technical Advisory Service \(MTAS\)](#) will soon launch six new online, self-paced, interactive training sessions that will focus on helping employees cope with difficult interpersonal relationships in the work environment.

These new training sessions go beyond basic customer service training which can often fall short of providing coping mechanisms for situations municipal employees often face. The fee per session is \$10 per person.

Participants may register for and access the following online sessions using their Solution Point account through the MTAS Web site:

- Difficult People in the Workplace (3 hours)
- Working with and Managing Difficult People Simulation (30 minutes)
- How to Work with Aggressive People (3 hours)
- How to Work with Arrogant and Duplicitous People (3 hours)
- How to Work with Negative People and Procrastinators (3 hours)
- Effective Communication with Difficult Coworkers Simulation (30 minutes) ■

# CIS Consultant Presents at North Alabama ASTD Showcase

Bill Stetar, [UT Center for Industrial Services \(CIS\)](#) human performance technology (HPT) consultant, was one of 13 presenters at the American Society for Training and Development North Alabama (ASTDNA) Showcase held in Huntsville, Ala.

The showcase theme was “The Magic of Learning ... in 3D.” Sessions and keynote speakers focused on three dimensions that help bring learning to life – much in the way a 3D movie comes to life. The three dimensions were workplace learning, leadership and performance improvement.

Stetar’s presentation, “Training: It May Not Always Be the Answer,” was part of the workplace learning dimension. His session covered how managers and team leaders sometimes mistake a performance problem as a need for training.

“Training and development (T&D) professionals often face situations in which their customers or employers are strongly suggesting a training solution for a situation that the T&D professional knows cannot be fully resolved by training,” says Stetar.

“My presentation provided practical ways to work with customers and employers on solving problems and not to be seen as just a conduit for training. In the long run, employers want their employees to be able to perform well,” Stetar points out. “Sometimes training by itself can accomplish that goal, but sometimes an intervention other than training needs to be applied. Often the situation calls for a mix of training and non-training solutions.”

Stetar’s presentation was one of three delivered in the morning and repeated in the afternoon. Thirteen sessions and two keynote speeches were offered over the course of the day.

Terry Hanna, ASTDNA program chair, said more than 85 people from 40 different organizations attended the 2010 Showcase. “We had a fabulous agenda and exceptional speakers this year. Our presenters came from around the region — Knoxville, Nashville, Birmingham, Atlanta and, of course, Huntsville and North Alabama,” Hanna reported.

“It was great that, for the first time, the University of Tennessee had a presence at our annual showcase. We appreciate the opportunity to have Bill participate and share his insight with us. Bill’s topic was unique and well received. The feedback was highly positive, and people learned a lot,” said Hanna. ■

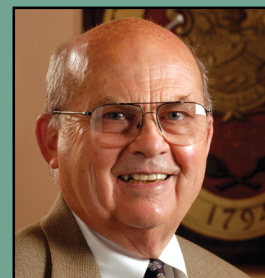


*Bill Stetar*

## Renewable Energy Council to Meet in Roane County

Renewable energy technologies, green jobs and local government management will be among the topics of a meeting scheduled for Oct. 22 at the Roane State Community College Theatre in Harriman.

The meeting, scheduled from 9 a.m. to 2 p.m. is hosted by the Tennessee Renewable Energy and Economic Development Council (TREEDC); Roane Alliance; the Tennessee Valley Authority (TVA); The University of Tennessee Municipal Technical Advisory Service (MTAS); and the Tennessee Soybean Association. This is the first TREEDC regional conference to be held in East Tennessee. Participants will have the opportunity to hear from and network



*Dr. Joe Johnson*

with industry leaders and gain insight on green jobs, best local government management practices and renewable energy technologies relating to transportation fuels and power systems. UT President Emeritus

Dr. Joseph Johnson will provide the keynote address about community leadership needed in the new green economy in Tennessee.

Informational panel sessions will highlight the city of Knoxville mayor’s programs; the city of Memphis mayor’s programs; the Kingston/ Roane County fly ash long-term recovery planning process; TVA integrated resources plan; emerging alternative fuel feedstocks such as algae, municipal waste, waste vegetable oil and switchgrass; Tennessee’s bio-based economy; wood waste torrefaction; solar energy and electric vehicles.

For more information visit [utconferences.outreach.utk.edu](http://utconferences.outreach.utk.edu). ■



# Newly-Elected County Officials Attend County Officials Orientation Program

Close to 800 newly-elected county officials attended the 2010 County Officials Orientation Program (COOP) hosted by the UT County Technical Assistance Service (CTAS), the Tennessee County Services Association (TCSA) and the County Officials Association of Tennessee (COAT).

Led by CTAS staff and key representatives from a number of state departments, the session topics included oaths of office and conflicts of interest; county offices and their authority; personnel issues; and open meetings. COOP is provided as a way to get important information to re-elected and newly-elected officials as they prepared to assume office on Sept. 1.

State Rep. Charlie Curtiss, a former White County executive and county commissioner, made a brief presentation to county commissioners during their office-specific meeting. ■



Above: Kristy Brown, CTAS legal consultant, talks to county officials about conflicts of interest.



Top right: COOP attendees included county mayors and executives, highway superintendents, county commissioners and county clerks.



Bottom right: Tom Fleming with the state's comptroller's office discusses financial reporting.



Left: Jon Walden, CTAS manager of IT and environmental services, addresses COOP attendees.



# 946-CARE Line Opens to UT Employees/Students

UT Knoxville faculty, staff and students have a new service at their fingertips to help maintain a safe and healthy environment for everyone in the UT community.

The new 946-CARE (946-2273) line offers a safe way for employees and students to share personal concerns for themselves or others. CARE professionals are just a phone call away and are trained to handle each situation with the utmost sensitivity and compassion.

Members of the UT community are encouraged to utilize the 946-CARE line if they notice troubling behaviors in themselves, peers or co-workers. Depression, a fixation on weapons, anger or paranoia, chemical dependency and social isolation are just a few types of behaviors that might be cause for concern.

Depending upon each situation, several resources are available to employees and students through 946-CARE, including the Employee Assistance Program (EAP), conflict mediation, campus ombudsperson, law enforcement intervention and mobile crisis suicide prevention teams.

To learn more about the warning signs for distressed individuals, visit <http://hr.utk.edu/care>. ■



## **Annual Enrollment Period**

Sept. 15 – Oct. 15

## **Flexible Benefits Plan Enrollment Period**

Nov. 1 – Dec. 15.

## **ParTNers for Health Call Center**

1-866-741-6464

## **Web Site**

[www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov).

## **Employees Very Satisfied with Aspects of Annual Conference**

In a summary of the UT Institute for Public Service 2010 Annual Conference, employees reported they were very satisfied or satisfied with this year's format, accommodations and agency staff meetings.

Out of the 106 employees who responded to the survey, 90 percent said they were very satisfied with the Embassy Suites, and 76 said they were very satisfied with the conference being held in Murfreesboro.

The conference format was new this year with each agency and the central office holding individual meetings during two days, and all IPS employees attended an awards dinner on Thursday night. About 75 percent of the respondents said they thought the conference had the right balance of agency meetings with the larger IPS session. Almost 45 percent said they were satisfied with the length of the individual sessions, while 37 percent said they were very satisfied.

An annual conference planning committee will consider employee responses and comments when organizing the event for 2011. ■

# Staff Applause



*David H. Folz*

**To: Dr. Mary Jinks and Chuck Shoopman, UT IPS CO**

Thank you so very much for the IPS Faculty Excellence Award! I deeply appreciate this recognition and consider it a great honor that I will cherish for a long time. I was completely stunned when you announced this in our faculty meeting this afternoon. It is a great professional privilege to work with you and to be associated with all of the remarkably gifted and talented folks at MTAS, CTAS and IPS as we jointly strive to solve the problems and improve the quality of life for the people of Tennessee. I look forward to serving with you in the years ahead, and I stand ready to help you in whatever I can to advance the mission of the Institute for Public Service.

Dr. David H. Folz, Professor and Faculty Associate, UT Dept. of Political Science



*Richard Stokes*

**To: Paul Jennings, CIS; Steve Thompson, MTAS; Chuck Shoopman, IPS CO**

Just wanted to thank MTAS employees **Richard Stokes** and **Bonnie Jones** and CIS employee **Debra Dupree** for the effort each put forth in developing curriculum for a recent project for American Food Service Company in Savannah. Richard and Bonnie were extremely helpful in providing legal background and supporting materials for a class we conducted to help AFS supervisors understand the legal aspects of employee relations. Debra did a great job of compiling the information provided by MTAS and presenting. The class was a great success, and AFS was very pleased with the material and presentation. I really think this shows how we can help to support all IPS agencies. It also helps us to realize that our efforts should be directed toward helping our customers thrive in this economy. Cities and counties need support from the industrial world, and industries need the support of cities and counties.

Keith Groves, Lean Manufacturing Consultant, CIS



*Bonnie Jones*

**To: Dr. Jan Simek, Interim President, The University of Tennessee  
and Dr. Mary Jinks, Vice President of Public Service, The University of Tennessee**

Last week (Aug. 24-26) the County Technical Assistance Service (CTAS) conducted its County Officials Orientation Program (COOP) in Nashville. Attendance was well over 700 hundred people, which included county mayors and executives, commissioners, road superintendents, trustees, registers, clerks and state court clerks from across Tennessee. The majority of those in attendance were newly-elected officials who took office on Sept. 1. We want to commend the staff at the Institute for Public Service and particularly the CTAS team for developing a great program that will help those newly-elected officials start their public service careers off on the right foot. The all-encompassing program, developed by CTAS, covered every subject they need to know as they execute their official duties. The attendees took away a complete set of reference materials to help them address issues that may arise in their office in the future. We want to thank the entire staff of CTAS and the leadership of IPS for their flawless implementation and execution of this orientation program. It made a good first impression for many people just entering public service. Through the years, CTAS has been a teacher, partner and mentor to county officials statewide. COOP is an excellent example of the quality and expertise provided by CTAS. This program will help ensure the continuation of the high quality of public service the citizens of Tennessee receive from their local elected officials.

David Seivers, Executive Director, Tennessee County Services Association  
Jay West, Executive Director, County Officials Association of Tennessee



*Debra Dupree*



*Jim Hart*

**To: Mike Garland, CTAS**

I want to thank you for your help in Davidson County. We asked CTAS for some technical assistance involving our booking/releasing practices in our jail. I was very impressed with the work of **Jim Hart**. He spent hours in our facilities and in interviews trying to understand our process. Upon conclusion, he provided us with an extensive report with recommendations for improvement in our operation. You should be assured that Jim represents your agency and our state in an outstanding way.

Daron Hall, Davidson County Sheriff



*Bob Schettler*

**To: Bob Schettler, CTAS**

Let me tell you how pleased I am with the programming and course direction of the Solid Waste Professionals Certificate Program. I really found it beneficial to spend time with colleagues, many of whom I would not have otherwise had the opportunity to meet and get to know so well. Also, I don't remember when I've had so much quality professional training in my field as those courses that you all put together.

Justin Holland, Chattanooga Sanitation Manager



# IPS October Calendar of Events

## ◆ CIS

- Oct. 4 Eight-Hour Emergency Response, Nashville
- Oct. 5 Eight-Hour Site Worker Refresher, Nashville
- Oct. 5 Tennessee Environmental Regulatory Overview, Nashville
- Oct. 6 16-Hour DOT, Nashville
- Oct. 8 Eight-Hour DOT Refresher, Nashville
- Oct. 12 Eight-Hour Excavation Competent Person, Nashville
- Oct. 13 Safety Committee Strategies, Nashville
- Oct. 13 Confined Space Overview, Knoxville
- Oct. 14 OSHA 10-Hour General Industry, Knoxville
- Oct. 18 40-Hour Site Worker, Bartlett
- Oct. 18 Industrial Wastewater Treatment Workshop, Memphis
- Oct. 19 SBIR/STTR Proposal Writing Workshop, Oak Ridge
- Oct. 20 SBIR/STTR Proposal Writing Workshop, Franklin
- Oct. 21 Industrial Air Regulations, Jackson
- Oct. 21 SBIR/STTR Proposal Writing Workshop, Memphis
- Oct. 25 Eight-Hour Site Worker Refresher, Bartlett
- Oct. 26 Ergonomic Basics for Manufacturing, Nashville
- Oct. 26 Energy 101 Workshop, Memphis
- Oct. 26 16-Hour DOT, Bartlett
- Oct. 27 Energy 101 Workshop, Jackson
- Oct. 28 Eight-Hour DOT Refresher, Bartlett
- Oct. 28 Ergonomic Basics for Manufacturing, Knoxville
- Oct. 28 Energy 101 Workshop, Nashville

## ◆ CTAS

- Oct. 5 Drug Fund Workshop, Smyrna
- Oct. 6 Drug Fund Workshop, Cookeville
- Oct. 12-14 County Officials Association of Tennessee (COAT) Annual Conference, Chattanooga
- Oct. 13 Drug Fund Workshop, Lakeland
- Oct. 14 Drug Fund Workshop, Jackson
- Oct. 19-20 Tennessee Solid Waste Directors Association (TSWDA) Fall Conference, Henry Horton State Park
- Oct. 20 Drug Fund Workshop, Athens
- Oct. 21 Drug Fund Workshop, Johnson City
- Oct. 22 Drug Fund Workshop, Knoxville
- Oct. 26-28 Tennessee County Services Association (TCSA) Fall Conference, Pigeon Forge

## ◆ LEIC

- Oct. 4-5 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Chula Vista, Calif.
- Oct. 4-5 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Mission, Kan.

- Oct. 5-6 Reducing Domestic Violence, Martin
- Oct. 7-8 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Phoenix, Ariz.
- Oct. 7-8 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, St. Peters, Mo.
- Oct. 12-14 Survival Spanish for Jail Facilities, Lynchburg, Va.
- Oct. 18-19 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Boise, Idaho
- Oct. 21-22 DNA Evidence Identification, Collection, and Preservation for Law Enforcement, Twin Falls, Idaho

## ◆ MTAS

- Oct. 1 Certified Municipal Finance Officer, Chapter 8, Morristown
- Oct. 5 Municipal Administrator Program (MAP) Drug Fund, Smyrna
- Oct. 6 MAP Drug Fund, Cookeville
- Oct. 13 MAP Drug Fund, Lakeland
- Oct. 14 MAP Drug Fund, Jackson
- Oct. 20 MAP Drug Fund, Athens
- Oct. 21 MAP Drug Fund, Johnson City
- Oct. 22 MAP Drug Fund, Knoxville
- Oct. 27 Municipal Management Academy, McMinnville

## ◆ NAIFEH CENTER

- Oct. 18-22 Tennessee Government Executive Institute, (TGEI), Knoxville

## RECRUITMENTS

### ◆ CIS

Coordinator II, Nashville

### ◆ LEIC

Coordinator II, Nashville

### ◆ MTAS

Coordinator I, Management Intern, Knoxville

### ◆ NAIFEH CENTER

Coordinator II, Knoxville

## STATE SERVICE LONGEVITY

Frances Adams-O'Brien, MTAS . . . . 11 years  
 Stephanie Allen, MTAS . . . . . 3 years  
 Misty Bean, LEIC . . . . . 7 years  
 Michelle Buckner, MTAS . . . . . 3 years  
 Jane Davis, IPS CO . . . . . 37 years  
 Joe Flynn, CIS . . . . . 6 years  
 Bill Hicks, CIS. . . . . 10 years  
 Carolyn Keith, CTAS. . . . . 29 years  
 Terri Kinloch, CTAS . . . . . 9 years  
 Mary Ann Moon, CTAS . . . . . 19 years  
 P.J. Snodgrass, MTAS . . . . . 26 years  
 Richard Stokes, MTAS . . . . . 26 years



The EXCHANGE is a newsletter  
 of The University of Tennessee  
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